

# Knox Regional Communications Center Executive Board

Wednesday  
April 19, 2017  
3:00 p.m.

A meeting of the Executive Board of the Knox Regional Communications Center took place on **Wednesday, April 19, 2017 at 3:00 p.m.** in the Knox County Emergency Management Agency Office.

**Executive Board members in attendance:** Adam Miceli, Rockland Fire/EMS; Craig Cooley, Rockport Police Department; Jesse Thompson, Union EMS; Rockland PD Deputy Chief Chris Young; Knox County EMA Director Ray Sisk; and Ruston Barnard, Rockland Fire/EMS. **Members absent:** *Camden Fire Chief Chris Farley.*

**Others in attendance:** Knox Regional Communications Director Linwood Lothrop and Administrative Assistant Candice Richards.

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| <b>I.</b>   | <b>3:00</b> | <b>Meeting Called To Order</b>  |
| <b>II.</b>  | <b>3:01</b> | <b>Action Items:</b> <ul style="list-style-type: none"><li>1. Approval of Board Minutes of January 18, 2017 (Attached)</li><li>2. Approval of New SOP #9 – 4: Motor Vehicle Accidents (Attached)</li><li>3. Approval of Position Letter (Attached)</li></ul>  |
| <b>III.</b> | <b>3:10</b> | <b>Discussion Items:</b> <ul style="list-style-type: none"><li>1. Update on Newer Employees</li><li>2. Update of Supervisor Position</li><li>3. Update on Deputy Director Position</li><li>4. List of Radios and Pricing (Attached)</li><li>5. Discussion on Radio SOG Modifications</li><li>6. Radio Service Update of March 14, 2017 Storm Damage</li><li>7. Broadband Initiative Update (Attached)</li></ul> |
| <b>IV.</b>  |             | <b>Other Business</b>   |
| <b>V.</b>   |             | <b>Adjourn</b>  |

## **I. Call to Order**

The meeting was called to order by Vice Chair Craig Cooley at 3:04 p.m.

## **II. Action Items**

### **1. Approval of Minutes of January 18, 2017.**

- Jesse Thompson motioned to approve the minutes. Adam Miceli seconded the motion. A vote was taken with 5 in favor and 1 abstention (Ray Sisk).

### **2. Approval of New SOP #9 – 4L Motor Vehicle Accidents.**

Director Lothrop explained that the reason for the new SOP is that the KRCC was getting a lot of calls about possible hazards like leaking fuel, etc. after the initial response to an accident was already sent out. It would be better for dispatch to know those types of issues up front, because it's better to start out the extra help right away and cancel it if it's not needed than to have the assistance delayed.

- Rusty Barnard motioned to approve SOP # 9-4. Adam Miceli seconded the motion. A vote was taken with all in favor.

3. Approval of Position Letter.

Director Lothrop explained that he just needed the Board's final approval before it goes out.

- Ray Sisk motioned to approve the Position Letter. Rusty Barnard seconded the motion. A vote was taken with all in favor.

### III. Discussion Items

1. Update on Newer Employees.

The KRCC is almost up to full staff. There is one dispatcher slot open that has to remain open in case none of the dispatchers that applied for the supervisor position end up getting promoted. Scott Entwistle, Taylor Benzie, and Tim Robinson are the newest dispatchers. Taylor is already done training and doing well. The other two are about 8 weeks in to their training and are on target to finish training.

2. Update of Supervisor Position.

Right now the applicants for the supervisor position are in the 60 day study period for the supervisor exam that will be taken during the beginning of the month of May. Oral boards will be done the second week of May.

3. Update on Deputy Director Position.

Applications were due by March 31<sup>st</sup>. Director Lothrop will be meeting with HR on Monday to go over the applications. They will first verify that the applicants are qualified for the position and then go from there.

4. List of Radios and Pricing.

At the last Executive Board meeting, Chief Farley had asked Director Lothrop for some examples of radios that will work with the County's system, and give prices so municipalities have an idea what their options are. It was noted that Lincoln County just went through their upgrade and bought dual mode radios.

Ray noted that federal funds are drying up quickly. He said that everything the agencies buy has to be interoperable so that everyone can still communicate with each other. Nobody should be buying radios that are only digital yet or they won't be able to communicate with everyone else.

5. Discussion on Radio SOG Modifications.

Director Lothrop explained that the KRCC is pushing the training at municipalities this year, especially with fire and EMS. He said that he was trying to factor in the advanced mutual aid goals for the training, and was looking for direction from the Board of how they want to proceed in the coming year for training, etc. He also asked if the Board wanted to do a mandatory assignment of a tactical channel for on-scene operations.

Adam commented that the hard part is convincing the agencies that they want the training. Jesse suggested that Director Lothrop might need to invite himself to the agency's training – call them and ask when they're doing training and ask to come do your training at the same meeting.

Director Lothrop noted that there are some problems in Cushing with them not using I Am Responding. Dispatch is toning them out and no one is responding. He said that he is going to talk to Chief Kiskila and invite him to do training with his staff. He said he couldn't remember who attended the class before but did remember that Cushing had representation there. In the past Cushing used I Am Responding sporadically. It's not good that for the last two structure fires in Cushing, no one showed up.

Director Lothrop said that he is going out to Matinicus to go over some information with them and make sure they know that the KRCC cares about their safety. It will be a meet and greet, and it will be a chance to explain how the communications network and the process as a whole works. The islanders need to understand that Knox has to factor in weather conditions when responding to the island, or there may be other reasons why help can't be immediately get to the island. The islanders are concerned that the KRCC is just not doing anything when they have an emergency. Rusty offered to go as an EMS representative if Director Lothrop needed the help.

Rusty asked if there was anything public education scheduled because he knows that a lot of the responses that dispatchers get during EMS calls is "why do I have to answer so many questions?" Director Lothrop said that he was going to be on the Chris Wolf show and the KRCC will also have public education staff at community events like the Health Fair. Rusty asked Linwood to get him the dates so he can forward them on to state EMS so they can be represented as well. It was also suggested sending write-ups with information about the KRCC and dispatching to newspapers to be printed in local papers.

6. Radio Service Update of March 14, 2017 Storm Damage.

Director Lothrop explained that high winds – up to 60 to 70+ mph – damaged the tower microwaves which caused power outages and affected service between Benner Hill and Ragged Mountain. Techs replaced brackets that are stronger, for about \$6,200. He said that he requested that Administrator Hart submit the expense to the County's insurance, which he did, so now the County is just waiting to see if the money will be refunded. It took two different tower climbers going up at the same time to fix the problem, which is why it was so expensive. The brackets on the other towers had already been replaced with the stronger ones, so now all of them are the same.

Jesse asked if anyone had reported any radio issues because he has been experiencing some issues with his radio on occasion, depending on where he is, whether he's in his house or standing outside. Sometimes he'll get the I Am Responding messages but his pager doesn't go off. He thought it was just the equipment or the location of his house but it happens at the station as well. Director Lothrop didn't know of anyone else having the same problem but suggested maybe there's a problem with Coggins tower. He said he could have the tower checked and see if there's any record of service interruption.

7. Broadband Initiative Update.

Director Lothrop explained that in March, AT&T was ordered to be the single vendor to build out the new broadband across the US. It's a \$46 billion price-tag. Once that contract was awarded, the state has a 90 day window to submit a broadband plan to the governor to be approved. The plan has to identify a web portal of final plans to the federal government. AT&T has called some PSAPs and asked questions but they haven't called the KRCC yet. Maria Jacques will probably be the point of contact for the State of Maine. If the governor doesn't like the federal plan, he can opt out and do a plan for just Maine but that isn't ideal. The smart decision would be to go along with what the rest of the country is doing and let the federal government develop the infrastructure. Rusty asked if there was a website with all the info on it so people can read more about it. Director Lothrop couldn't remember the web address off the top of his head so he said he'd email the link out to everyone.

#### **IV. Other Business**

I Am Responding

Director Lothrop is going to be sending out a reminder to everyone for:

1. Making sure agencies are maintaining their I Am Responding contacts list (updating phone numbers). The KRCC has received complaints from citizens who got themselves a new phone number and start getting I Am Responding calls because the fireman who had the number before never changed his phone number in the system.
2. There has been an incident of someone posting I Am Responding communications on Facebook. Director Lothrop had a copy of what was posted sent to him. He said that he followed up on it and

it turned out to be a person in the Town of Washington so he sent the fire chief a letter reminding him that this is a violation of the federal law and the person needs to be spoken to. Adam commented that some of the towns are letting reporters have access to I Am Responding so they'll know when there's an accident, fire, etc. Director Lothrop said that he was aware of that but only because reporter Steve Betts come in one time and asked for help with his access to I Am Responding on his phone because he couldn't get it to work right. Sharing this type of information is dangerous because it fringes on HIPAA violations. Everyone needs to be careful.

## **V. Adjourn**

- Adam Miceli motioned to adjourn. Rusty Barnard seconded the motion. A vote was taken with all in favor.

Meeting adjourned at 4:02 p.m.

Respectfully submitted,

Candice Richards  
Administrative Assistant